

NCDSS Strategic Planning Process
Project Management Team Meeting Minutes
Raleigh, NC
April 24th, 2007

The NCDSS Strategic Planning Process Project Management Team met on April 24th, 2007, at 1:00 P.M. in Room 511-at the CSE Terminal Drive location in Raleigh, NC.

Members present were:

Gloria Duncan, Joyce Parker, Belivia Aponte, Johnice Tabron, Linda Darden, JoAnn Freeman, Neil Walters, R. Patrick Betancourt, Sandra Chestnut, Rudy Wilson, Carlotta Dixon, Debbie Gallimore, Sani Ibrahim, Teresa Turner, Marina Chatoo, Rod Walton and Astra Kirksey.

Neil Walters began the meeting by welcoming everyone, reviewing the minutes, and reviewing the agenda.

Copies of the survey results were given to every member at the meeting and confidentiality was discussed in great lengths. The survey results and narratives will be handled in the strictest of confidentiality for all involved. Information given to the committee should not be let out or reviewed with anyone.

Teresa noted that we received responses back from approximately 316 DSS employees and that is almost 50% of the population. That is great response.

Sandy and Jo Ann stated some people were worried about the confidentiality of their identity and answers. They reassured people that their identity would not be known.

Neil wanted the committee to look at the results starting with question #1.

Teresa requested we look at the quantitative data as well. Requested we pay attention to the strongly disagree and disagree % as they could be lumped together. This area was high on several of the quantitative answers.

The committee then discussed Data Analysis & Reporting sorting the information. Linda stated the information can be sorted anyway the committee may want but you have to be very specific in your request.

Linda stated for the narratives the sort must be specific enough to capture as many questions with a particular response word.

Some suggestions for sorting the survey for the committee were as follows:

Section

Quantitative
Narrative
Themes

Data Analysis will decide and bring the information back to the committee at the May 1st meeting.

Rod cautioned the committee about separating to the point where responses become identifiable.

Teresa stated we want to give EMT information that they can use.

Neil stated we have short term goals with the survey and then long term goals.

Teresa, Neil and Carlotta meet with Jo Ann Lamm regarding the information gathered in the survey and she suggested the committee decided how the information should be presented to DSS employees.

Ms. Jo Ann stated the phone list and flow chart is still works in progress. She was very excited about the web site and stated the web site would be an excellent place to put bio information on new employees. Unsure who will keep the web site maintained once the strategic planning committee is finished.

Ms. Jo Ann felt the amount of work that was needed by the committee was underestimated and she is definitely impressed by what the committee is doing.

The next meeting with EMT will be on May 15, 2007. Neil stated committee would need to discuss what should and would be presented to EMT at that meeting.

Carlotta mentioned names were put in the survey and that is not acceptable and breached the Privacy Policy for DHHS.

Looked at our ground rules and confidentiality is not on the rules. Confidentiality of information received at the committee meetings was unanimously adapted by the committee on April 24th, 2007. It will be added to our ground rules.

Teresa stated a hard copy of the survey results was given to Jo Ann Lamm and a copy was left for Sherry Bradsher.

The next committee meeting will be held May 1, 2007 from 1:00 until 4:30 at the CSE Terminal drive location. The Data Analysis & Reporting Committee will provide drinks and snacks at the next meeting.

Sani wanted to know if a thank you message and information regarding the survey would be sent to the DSS employees for taking the survey.

Response was yes. The result summary from the survey would be sent as well by the communications committee.

COMMUNICATIONS COMMITTEE

Web site is on the verge of being brought up

Patrick wanted the committee to review the information he will be putting on the initial web site for viewing.

Debbie suggested that more spacing be added between areas to make it easier to review the information on the web site and give eyes a rest.

Sandra stated they are ready to send the next communication update tomorrow, 4/26/07. Please send any information you want sent on the next communication to DSS as soon as possible.

Sandra stated updates will be sent on the 2nd/4th Wednesday of each month.

Patrick states they need the information at least 2 days before the communication email is to be sent in the future.

Reminder emails will be sent by the communications committee whenever necessary.

Hyperlink is available on the web site for people to send questions and concerns back to the committee.

Patrick states the survey results will show in bar graphs on the web site due to spacing.

A statement about the focus groups should be sent in the next communications, thank you for participating in the survey and announcement regarding the web page

Patrick had an email received by the communications committee in regards to how members were selected for SPC.

Joyce pointed out that the answer could be found on the information Patrick was loading for the web page regarding SPC.

SURVEY COMMITTEE

Is completed

Copies given to the committee for review

Data Analysis & Reporting will write a report that will be discussed at the May 1st meeting as to what the committee's next steps will be

LOGISTIC GROUP

Please send any corrections, changes or updates to the minutes to Astra.

Whatever is needed for the committee meetings should be emailed to Sandy R Smith and Astra Wilson Kirksey 5 days prior to the meeting.

Data Analysis & Reporting will be providing snacks at the next meeting on May 1st.

New list of the members of the strategic planning committee was requested. Carlotta has an updated copy that she will forward.

Requested to make sure new members join a sub committee.

FOCUS GROUP

Belivia reported the 7 Goals will be the initial questions used in the focus groups. The themes from the survey will then be used as follow up questions to help get information in the group meetings.

The focus groups will be 2 hours sessions

The April 30th meeting will be held in the Albemarle building room 1068 from 1-3 and the May 2nd meeting will be held at 3301 Terminal Drive, Raleigh NC ste 125. Room 511 from 1-3.

Barb Kuntz will facilitate each meeting.

Belivia reported we presently have 21 facilitators signed up for the focus groups and we have received the majority of the schedules of the facilitators for May.

Belivia then reported only 17 people volunteered for the focus groups.

The conscious of the committee was that due to the survey being conducted at the same time as the focus group information people may not have responded due to so much going on.

The committee suggested that we give more information like the actual cities, dates and times of the focus groups to try and get people to commit to participating in the focus groups.

Rod Walton will send a list of employees of DSS to the focus group committee to randomly select employees to attend the focus groups.

Locations for focus groups will 2 in Charlotte, 2 in Raleigh, 2 in Cumberland, 1 in Black Mountain, 1 in Greensboro, 1 in Williamston and 1 in Kinston.

Jo Ann suggested we get section heads to select participants of the focus group like selection was made for the Strategic Planning Committee.

DATA ANALYSIS & REPORTING Committee

Data Analysis will take the survey and reorganize the information in a format that they come up with for the committee to review at the May 1st meeting.

Linda will work with Patrick to get the SPC web site launched in the next day or two.

Teresa states we will have an exercise on writing recommendations at the next meeting.

Pluses and Wishes:

What happens after the June 30th deadline?

Recommendations out to EMT

Good communications should follow every step of the way.

Meeting Adjourned at 4:00